



**Landlord name:** Sanctuary Scotland Housing Association Ltd

**RSL Reg. No.:** 302

**Report generated date:** 18/05/2023 15:10:38

**Approval**

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	



Comments (Submission)

Empty box for submission comments.



## Social landlord contextual information

### Staff

#### Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mrs. Patricia Cahill
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.00
C1.2.2	the number of office based staff	64.80
C1.2.3	the number of care / support staff	2.30
C1.2.4	the number of concierge staff	1.00
C1.2.5	the number of direct labour staff	1.30
C1.2.6	the total number of staff	74.40
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	36.36%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	20.24%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.67%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	660
C3.2	The number of 'supported housing' lets during the reporting year	38
Indicator C3		698



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	40
C2.2	The number of lets to housing list applicants	418
C2.3	The number of mutual exchanges	37
C2.4	The number of lets from other sources	10
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	123
C2.5.2	nominations from the local authority	11
C2.5.3	other	56
C2.6	the number of other nominations from local authorities	40
C2.7	Total number of lets excluding exchanges	698

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	1,000
1.1.2	the fieldwork dates of the survey	09/2021
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	337
	very satisfied	
1.2.2	fairly satisfied	369
1.2.3	neither satisfied nor dissatisfied	82
1.2.4	fairly dissatisfied	103
1.2.5	very dissatisfied	96
1.2.6	no opinion	13
1.2.7	Total	1,000

Indicator 1	70.60%
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.





## The customer / landlord relationship

### Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	1,000
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	274
2.2.2	fairly good at keeping them informed	519
2.2.3	neither good nor poor at keeping them informed	62
2.2.4	fairly poor at keeping them informed	86
2.2.5	very poor at keeping them informed	59
2.2.6	Total	1,000

	Indicator 2	79.30%
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## Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	1,000
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	355
5.2.2	fairly satisfied	543
5.2.3	neither satisfied nor dissatisfied	63
5.2.4	fairly dissatisfied	19
5.2.5	very dissatisfied	20
5.2.6	Total	1,000

	Indicator 5	89.80%
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.



## Housing quality and maintenance

### Quality of housing

#### Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	46.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C8.5	Comments on method of assessing SHQS compliance.	

Stock condition data is gathered via a mobile App, which is then fed in to the Asset Strategy. We use lifecycle data provided by the Assets Strategy Team to form a validation programme. Once this validation is complete (this involves analysing lifecycle, repairs and stock condition data) a reinvestment programme for the year ahead is created



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	8,498	8,498
C9.2	Self-contained stock exempt from SHQS	45	0
C9.3	Self-contained stock in abeyance from SHQS	343	0
C9.4.1	Self-contained stock failing SHQS for one criterion	1,307	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	61	0
C9.4.3	Total self-contained stock failing SHQS	1,368	0
C9.5	Stock meeting the SHQS	6,742	8,498

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	569	700
Aberdeenshire	659	804
Angus	45	61
Argyll & Bute	0	0
City of Edinburgh	15	24
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	737	924
East Ayrshire	0	0
East Dunbartonshire	64	69
East Lothian	0	0
East Renfrewshire	43	44
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	1,915	2,499
Highland	0	0
Inverclyde	96	96
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	1,709	2,236
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	888	1,038
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	2	3
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	6,742	8,498

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	8,498
6.1.2	projected to the end of the next reporting year	8,498
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	6,742
6.2.2	projected to the end of the next reporting year	8,498

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	79.34%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%





## Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	1,000
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	375
7.2.2	fairly satisfied	388
7.2.3	neither satisfied nor dissatisfied	73
7.2.4	fairly dissatisfied	102
7.2.5	very dissatisfied	62
7.3	Total	1,000

	Indicator 7	76.30%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	8,029
8.2	The total number of hours taken to complete emergency repairs	43,998

Indicator 8		5.48
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	22,299
9.2	The total number of working days taken to complete non-emergency repairs	257,949

Indicator 9		11.57
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	20,153
10.2	The total number of reactive repairs completed during the reporting year	22,299

Indicator 10		90.38%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	27
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>On 4 April an overdue gas service in our Toryglen footprint prompted a review of records resulting in 27 properties being identified as overdue. The investigation revealed that, at original data load, the records were created in the wrong area of our system. This meant that when a new boiler was fitted the record showed the old boiler as being decommissioned and did not connect to the entry for the replacement boiler. A full data review was carried out. We are confident that the issue is limited to 27 properties.</p>		

Indicator 11	27
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	1,758
12.2	Of the tenants who answered, how many said that they were:	1,266
12.2.1	very satisfied	
12.2.2	fairly satisfied	199
12.2.3	neither satisfied nor dissatisfied	96
12.2.4	fairly dissatisfied	145
12.2.5	very dissatisfied	52
12.2.6	Total	1,758

	Indicator 12	83.33%
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.



## Neighbourhood & community

### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	442	64
Complaints carried forward from previous reporting year	1	10
All complaints received and carried forward	443	74
Number of complaints responded to in full by the landlord in the reporting year	393	63
Time taken in working days to provide a full response	6,226	1,053

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	88.71%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	85.14%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	15.84
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	16.71





Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	1,000
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	310
13.2.2	fairly satisfied	440
13.2.3	neither satisfied nor dissatisfied	116
13.2.4	fairly dissatisfied	86
13.2.5	very dissatisfied	48
13.2.6	Total	1,000

	Indicator 13	75.00%
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## Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	879
14.2	The number of tenancy offers that were refused	181

Indicator 14		20.59%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	432
15.2	Of those at 15.1, the number of cases resolved in the last year	362

Indicator 15		83.80%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	40
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## Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	15
22.2.1	22.2 The number of properties recovered: because rent had not been paid	8
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	53.33%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	53.33%

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

In relation to Indicators 3 and 4. During the reporting period 22/23 we have seen a 2.41 day increase in Average Resolution Time for Stage 1 complaints. This has coincided with a significant increase in complaint volumes over the current reporting year. A number of actions have been taken to improve performance including increased resource, enhanced operational routines / reporting and a new operating model. Improvements have been seen around this metric and are expected to improve further during the 23/24 reporting period.



## Access to housing and support

### Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	8,498
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	456

	Indicator 17	5.37%
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## Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	281
19.2	The number of approved applications completed between the start and end of the reporting year	264
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	17
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

17





## Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£223,822
20.2	The cost (£) that was grant funded	£267,986
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£491,808
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	10,227
21.2	The total number of adaptations completed during the reporting year.	382

Indicator 21		26.77
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	130
23.2	The total number of individual homeless households referrals received under other referral routes.	86
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	216
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	130
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	86
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	216
23.7	The total number of accepted offers.	190

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	87.96%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	442
30.2	The total number of calendar days properties were empty	17,442

Indicator 30		39.46
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	36
16.1.2	applicants who were assessed as statutory homeless by the local authority	146
16.1.3	applicants from your organisation's housing list	336
16.1.4	nominations from local authority	27
16.1.5	other	14
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	35
16.2.2	applicants who were assessed as statutory homeless by the local authority	136
16.2.3	applicants from your organisation's housing list	315
16.2.4	nominations from local authority	25
16.2.5	other	13

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	97.22%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.15%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	93.75%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	92.59%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	92.86%

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.



## Getting good value from rents and service charges

### Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)
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26.1	The total amount of rent collected in the reporting year	£42,125,578
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£42,683,156

	Indicator 26	98.69%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)
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27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£3,082,388
27.2	The total rent due for the reporting year	£42,970,419

	Indicator 27	7.17%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	2,634
28.2	The total value of management fees invoiced to factored owners in the reporting year	£126,809

Indicator 28		£48.14
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## Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£42,970,419
18.2	The total amount of rent lost through properties being empty during the reporting year	£283,690

Indicator 18		0.66%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	4,786
C6.2	The value of direct housing cost payments received during the reporting year	£19,878,476



## Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£553,689
C7.2	The total value of former tenant arrears written off at year end	£488,278

	Indicator C7	88.19%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	1,000
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	165
25.2.2	fairly good value for money	489
25.2.3	neither good nor poor value for money	173
25.2.4	fairly poor value for money	133
25.2.5	very poor value for money	40
25.3	Total	1,000

Indicator 25	65.40%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	159
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	11
29.2.2	fairly satisfied	34
29.2.3	neither satisfied nor dissatisfied	20
29.2.4	fairly dissatisfied	40
29.2.5	very dissatisfied	54
29.3	Total	159

	Indicator 29	28.30%
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.





**Other customers**

**Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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31.1	The total number of pitches	
31.2	The total amount of rent set for all pitches during the reporting year	

Indicator 31	
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)
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32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.